

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****Applicants:** Debra L. Biebesheimer, et al.      **Docket:** 14069 (YOR920000766US1)**Serial No.:** unassigned**Dated:** February 7, 2001**Filed:** herewith**For:** CUSTOMER SELF SERVICE SUBSYSTEM FOR  
CLASSIFYING USER CONTEXTSAssistant Commissioner for Patents  
Washington, DC 20231**INFORMATION DISCLOSURE STATEMENT**

Sir:

In accordance with 37 C.F.R. §§1.97 and 1.98, it is requested that the following references, which are also listed on the attached Form PTO-1449, be made of record in the above-identified case.

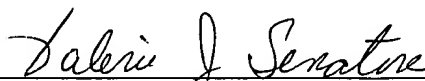
1. U.S. Patent No. 5,303,361, issued April 12, 1994;
2. U.S. Patent No. 5,321,833, issued June 14, 1994;

---

**CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 C.F.R. 1.10)****EXPRESS MAILING LABEL NO. EL726792460US****MAILED: February 7, 2001**

I hereby certify that the above is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 in an envelope addressed to: The Assistant Commissioner for Patents, Washington, D.C. 20231 on February 7, 2001

Dated: February 7, 2001

  
\_\_\_\_\_  
Valerie J. Senatore

3. U.S. Patent No. 5,524,187, issued June 4, 1996;
4. U.S. Patent No. 5,546,516, issued August 13, 1996;
5. U.S. Patent No. 5,600,835, issued February 4, 1997;
6. U.S. Patent No. 5,608,899, issued March 4, 1997;
7. U.S. Patent No. 5,619,709, issued April 8, 1997;
8. U.S. Patent No. 5,710,899, issued January 20, 1998;
9. U.S. Patent No. 5,724,567, issued March 3, 1998;
10. U.S. Patent No. 5,754,939, issued May 19, 1998;
11. U.S. Patent No. 5,768,578, issued June 16, 1998;
12. U.S. Patent No. 5,787,422, issued July 28, 1998;
13. U.S. Patent No. 5,794,178, issued August 11, 1998;
14. U.S. Patent No. 5,841,437, issued November 24, 1998;
15. U.S. Patent No. 5,850,531, issued December 15, 1998;
16. U.S. Patent No. 5,918,217, issued June 29, 1999;
17. U.S. Patent No. 5,930,501, issued July 27, 1999;
18. U.S. Patent No. 5,974,412, issued October 26, 1999;
19. U.S. Patent No. 5,999,927, issued December 7, 1999;
20. U.S. Patent No. 6,014,661, issued January 11, 2000;
21. U.S. Patent No. 6,097,386, issued August 1, 2000;
22. U.S. Patent No. 6,105,023, issued August 15, 2000; and
23. "The Answer Machine" (Information Services Management), (Industry Trend or Event), by Susan Feldman, January 2000, The Magazine for Database Professionals, 41 pages.

Applicants are submitting copies of the above-cited references.

Inasmuch as this Information Disclosure Statement is being submitted in accordance with the schedule set out in 37 C.F.R. §1.97(b), no petition, certification or fee is required.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Steven Fischman', with a long horizontal flourish extending to the right.

Steven Fischman  
Registration No. 34,594

SCULLY, SCOTT, MURPHY & PRESSER  
400 Garden City Plaza  
Garden City, NY 11530  
(516) 742-4343

SF/vjs